# Amerenzines

ameren.com

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## **Enjoy Convenience** of Direct Payment

With Ameren's Direct Payment Plan, there are no checks to write, stamps to buy or envelopes to mail. This easy, convenient service is designed for busy people like yourself.

The Ameren Direct Payment Plan allows a customer to pay electricity and natural gas bills directly from a checking account or savings account.

To enroll in this program, visit the Ameren Web site (www.ameren.com), select "Residential" and then select "Direct Payment from Bank Account" from the Payment Options menu. If you prefer, call AmerenCILCO at 1-888-672-5252. There is no enrollment charge.

Ameren also recommends you sign up for Budget Billing. There is no additional cost to be on Budget Billing. The plan allows customers to pay an average monthly bill amount based on the last 12 months of usage. Residential customers can enroll in the program by calling customer service or on-line at www.ameren.com.

### J.D. Power and Associates Certifies Call Centers

In March, three of
Ameren's Customer
Contact Centers were
certified by J.D. Power
and Associates for providing
"An Outstanding Customer Service
Experience."

Visit **www.ameren.com** for more about Ameren's J.D. Power certification.

For J.D. Power and Associates Certified Call Center Program information, visit **www.jdpower.com** or call 800.274.5372.

### Cool Your World

### With a Home Energy Efficiency Makeover

You can't control the weather, but you can take control of your

home energy bills throughout the summer months.

Improving your home's energy efficiency can make a huge difference for you and the environment. Using a new program called Home Performance with ENERGY STAR®, you can take an innovative, whole-house approach to improving the comfort and energy efficien-

cy of your home and reduce your energy bills by up to 30%.

The program starts with a top-to-bottom energy evaluation performed by a certified Better Built® energy consultant. Then you'll receive a prioritized list

of suggested improvements and referrals to local qualified contractors trained in the whole-house approach of Home Performance with ENERGY STAR.

To kick off the program, Better Built, Department of Commerce and Economic Opportunity and Ameren are holding a Home Energy Efficiency Makeover contest – a chance for two families to win a free home energy evaluation, plus up to \$15,000 in home improvements performed by Better Built contractors.

For more information and to enter the contest, visit www.betterhomeperformance.us.

Also, be sure to explore the new ENERGY STAR @ home Interactive Tool at

www.energystar.gov and find energy-efficient home improvement ideas and advice to help cool your world! The U.S. Environmental Protection Agency has designed this tool to bring you the best information on how you can

save energy and protect the environment.

Advice is offered on home sealing, what products to buy and everyday energy-saving tips.

You can turn to ENERGY STAR for the guidance you need to improve your home's efficiency and save money on your energy bills.



### Changing Electric Environment

From computers, televisions, and lights to cell phone chargers, electricity is the energy that powers our world. Through the years, Ameren's Illinois utilities have provided safe, reliable electricity service at the lowest possible cost.

Since the enactment of a 1997 Illinois law, Ameren Illinois residential rates have been reduced by 5 to 20 percent and are now frozen. As a result, Ameren Illinois customers have saved more than \$1 billion.

Utilities no longer own generation. Beginning January 1, 2007 utilities must buy power in the wholesale market. The expected cost of power will exceed the frozen rates. The

Ameren Illinois utilities will purchase the power through a proven, transparent and highly competitive system. Nonetheless, the cost of electricity will go up next year and rates will increase.

To help our customers transition to higher electricity rates, Ameren has proposed that increases be phased in.

For the latest information on this issue, visit the www.post2006.com Web site.



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## Natural Gas Piping Safety

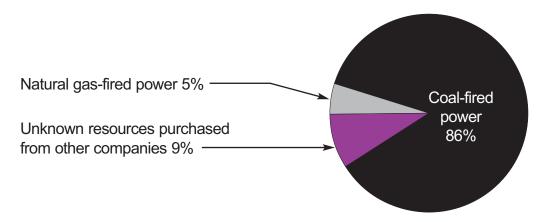
Safety and reliability are the hallmarks of the Ameren Illinois utilities' natural gas service. To help assure both, Ameren periodically inspects its buried pipelines – right up to your natural gas meter – to make certain they are in good condition.

However, Ameren does not inspect or maintain buried natural gas piping that belongs to customers. You probably own buried natural gas piping if you have a permanently installed natural gas grill, a gas light, a gas swimming pool heater, a gas heater in a detached garage or other building, or any other natural gas-fueled appliance located away from your house. You also will have buried piping if the natural gas line leaving your meter goes underground before entering a building.

Ameren recommends that you periodically have underground piping inspected for leaks and possible corrosion. Contact a qualified plumbing or heating professional for this work.

For more information on natural gas safety, visit Ameren's Web site at **www.ameren.com**.

### Sources of electricity supplied for the 12 months ending March 31, 2006



Sources of electricity supplied for the 12 months ending March 31, 2006	Percentage of total
Biomass power	0%
Coal-fired power	86%
Hydro power	0%
Natural gas-fired power	5%
Nuclear power	0%
Oil-fired power	0%
Solar power	0%
Wind power	0%
Other resources	0%
Unknown resources purchased from other companies	9%
TOTAL	100%

# AVERAGE AMOUNTS OF EMISSIONS and AMOUNT OF NUCLEAR WASTE per 1000 kilowatt-hours (kWhs) PRODUCED from KNOWN¹ sources for the 12 months ending March 31, 2006

Carbon Dioxide	1,991 lbs
Nitrogen Oxides	2.59 lbs
Sulfur Dioxide	11.55 lbs
High-Level Nuclear Waste	0 lbs
Low-Level Nuclear Waste	0 ft <sup>3</sup>

#### **Footnote**

1 9% of the total electricity supplied was purchased from other suppliers and the amounts of emissions and amount of nuclear waste attributable to producing this electricity is not known and is not included in this table.

Additional information on companies selling electrical power in Illinois may be found at the Illinois Commerce Commission's Web site (www.icc.illinois.gov).

#### **AmerenCILCO Customer Service Numbers**

Residential: **1.888.672.5252** 

Business: 1.877.677.5740

Suspected gas leak: **1.888.672.5252** 

TDD for hearing-impaired: **1.800.526.0857**Underground locating (JULIE): **1.800.892.0123**Speed Pay information: **1.866.729.2452**